This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

Freestyle 65

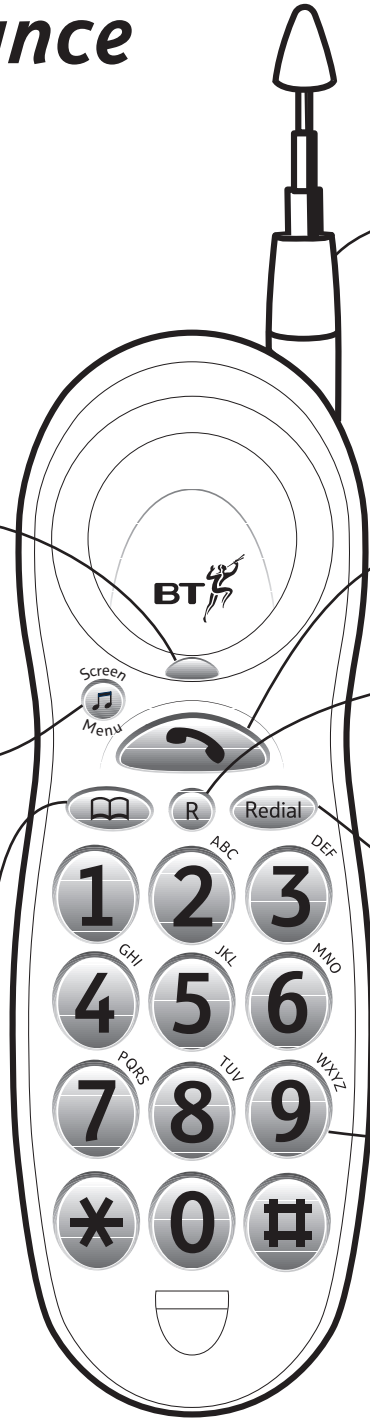
Combined Cordless Telephone & Digital Answering Machine

User Guide

Please open this page for an 'at a glance' guide to your Freestyle 65

Please open this page for a further 'at a glance' guide to your Freestyle 65

At a glance



Aerial

Should be extended to obtain the best signal and reception available, *see page 7*.

Light

Indicates when the handset rings, is in use or, if the handset battery needs recharging, *see page 8*.

Talk button

Press to make or receive a call, *see page 11*.

Recall button

For use with a switchboard/PBX and BT Select Services, *see pages 16 and 41*.

Screen/Menu and Secrecy/Music on hold button

Allows you to access the answering machine menu, *see page 28*.

Allows you to hear a caller leaving a message. You can then choose to take the call or not, *see page 31*.

Also press to mute the call so your caller cannot hear you. You and your caller will hear music while on hold, *see page 12*.

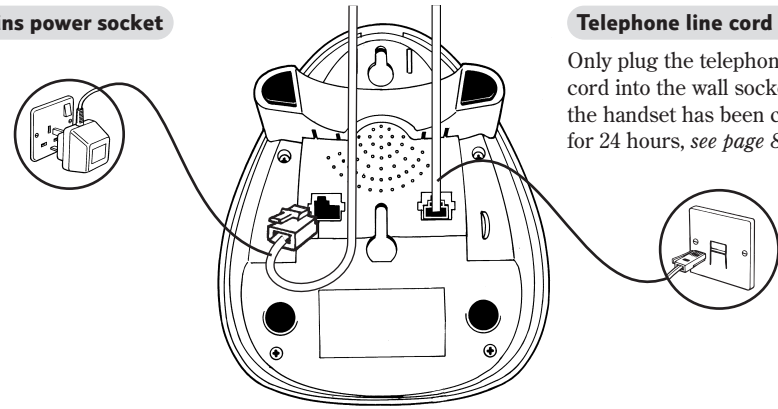
Redial button

Redials the last number called, or press to enter a pause in a stored number, *see page 12*.

Keypad

Directory button

Allows you to store and dial up to 10 numbers in the memory, *see page 13*.



Mains power socket

Telephone line cord socket

Only plug the telephone line cord into the wall socket when the handset has been charged for 24 hours, *see page 8*.

Skip backward

Lets you skip backwards through your messages and memos, *see page 26*.

Allows you to select your Answer and Record outgoing message, *see page 22*. Also allows you to switch the audible message alert on or off, *see page 19*.

Handset hook

Rotate for wall mounting, *see page 45*.

Page button

Press to page the handset, *see page 15*.

In Use light

Flashes when the handset is in use.

Charging light

Comes on to indicate charging when the handset is on the base.

Delete

Deletes recorded messages and memos, *see page 26*.

Message display LED

Indicates when the answering machine is on or off and when the power is on. *See page 17*.

Stop

To stop message playback, *see page 26*.

Skip forward

Lets you skip forward through your messages and memos, *see page 26*.

Allows you to select your Answer Only outgoing message, *see page 22*.

Also allows you to set the ring delay, *see page 19*.

Play

Lets you play and pause your messages, *see page 25*.

Answer on/off

Switches the answering machine on and off, *see page 18*. Also allows you to select your outgoing message, *see page 22* .

Volume

Adjust the loudspeaker volume, *see page 18*.

Key features

Big buttons

Larger buttons designed for ease of use, especially for those with poor eyesight, a disability or the elderly.

Add up to 3 additional handsets

Use up to 3 additional handsets with each base.

10 number directory

Allows you to store up to 10 of your most frequently used numbers in the memory so they can be easily dialled.

Screen/Menu/Music on hold

Allows you to hear a caller leaving a message, so you can then choose whether to take the call or not. You can mute a call and speak to someone else in the room without your caller hearing. You and your caller will hear music whilst on hold.

Digital answering machine

No tape to worry about. Up to a maximum of 13 minutes recording time, including your outgoing message. Pre-recorded outgoing messages let you use your Freestyle 65 straight away with the option of recording your own outgoing message at any time.

Memo facility

Allows you to leave memo messages for other users.

Fast forward playback

The Skip buttons allow quick and easy fast forwarding during message playback.

Inductive Coupler

The Freestyle 65 is fitted with an Inductive Coupler to improve the sound quality for people using Hearing Aids.

In this guide

Note

There is a detailed INDEX at the end of this guide, see page 46.

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Introduction

Your Freestyle 65 is designed for ease of use and made to the high standards set by BT.

You can expect your Freestyle 65 to provide many years of quality service. Please read the instructions carefully before use and keep this user guide for future reference.

For your records

Date of purchase:
Place of purchase:
Serial number: (on the underside of the base unit)

For guarantee purposes proof of purchase is required, so please keep your receipt.

Unpacking your Freestyle 65

Check that your Freestyle 65 is complete. If anything is missing, please contact your place of purchase immediately.

Freestyle 65 handset.	
Freestyle 65 base unit.	
Power supply unit.	
Telephone line cord (pre-connected).	
Wall plugs and mounting screws.	

HELPLINE

If you have problems with your phone, call the Freestyle 65 Helpline on **08706 058 047**.

Safety information

General

Only use the power supply unit included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item number for the power supply unit is 872264.

For the handset use only approved rechargeable battery pack. Under no circumstances should non-rechargeable batteries be used. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

Radio signals transmitted between the handset and base may cause interference to some hearing aids.

Do not dismantle the handset or base station. This could expose you to high voltages or other risks. Contact the Helpline for repairs.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base station with a damp (not wet) cloth, or an antistatic wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

The product may heat up when the batteries are being recharged. This is normal. However, to avoid damage we recommend that you do not place the product on antique/veneered wood.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

Setting up

Follow these steps to set up your Freestyle 65 ready for use.

Plan the location

Situate your Freestyle 65 close enough to the mains power socket and telephone socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical products to avoid interference.

Do not situate the product in the bathroom or other humid areas.

Your Freestyle 65 works by sending and receiving radio signals between the base unit and the handset.

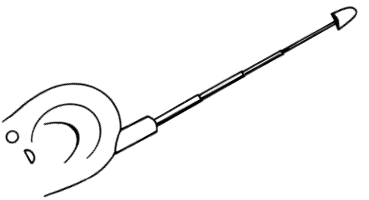
The strength of the signal depends on where you site the base unit and how the aerial is deployed.

The higher the base unit is located, the better. An upstairs room is ideal.

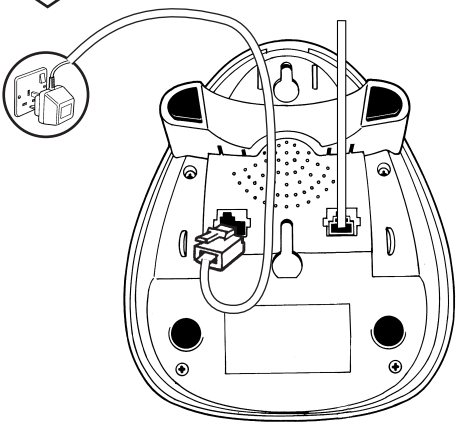
Your product can be wall mounted, for more information *see page 44*.

1 Handset aerial

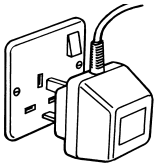
Your Freestyle 65 handset uses a compact aerial which we recommend you pull out when on a call to obtain the best signal and reception available.



2 Plug the power supply cord into the back of the base unit



3 Connect the base unit power supply to a power socket



The power supply unit must remain plugged in all the time.

Note

Do not connect the telephone line cord to the phone socket until the handset is fully charged. This will prevent the risk of the phone being answered before the batteries are charged, which may prevent them from reaching maximum capacity.

4 Charge the handset

When you first use your Freestyle 65, the rechargeable battery in the **handset needs charging for 24 hours.**

Place the handset on the base unit, ensuring the contacts are touching.

The red **CHARGING** light will come on.

The charging light will remain constantly lit while the handset is placed on the base unit, even when the handset batteries are fully charged.

Note

When fully charged and in good condition, the handset will provide up to 7 hours talktime or 72 hours standby.

If the handset battery is running low, the light on the handset will flash every 10-15 seconds.

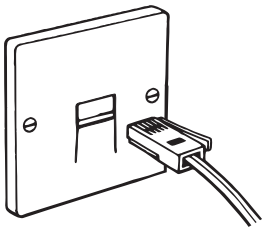
If you are making a call and the handset battery is running low you will hear a warning tone every 10-15 seconds.

Place the handset on the base unit to recharge.

However, the charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from the Helpline. Please see page 39 for instructions on how to install a new battery pack.

To get the longest possible life from your battery, leave the handset off the base unit for a few hours each day.

5 When the handset has been charged for 24 hours plug the other end of the line cord into the telephone wall socket



6 To set the day and time

The message counter on the base unit will flash between 0 and C until the day and time are set.

The day and time must be set using the Freestyle 65 handset.

Your Freestyle 65 automatically adds the day and time to all messages and memos received.

When you first switch the power on, the clock is set to Sunday, 12.01PM. You can change the day and time as required.

Press the **SCREEN/MENU** button, on the Freestyle 65 handset. The main menu announcements are automatically announced through the handset earpiece when the **SCREEN/MENU** button is pressed.

Press the **0** button. The prompt will announce, *"To set day and time press ✱, to confirm day and time press #".*

(Please note that if you press the **#** button this allows you to **check** the day and time.)

Press the **✱** button. The prompt will announce, *"Please enter new day and time after the tone".*

After the tone enter the day, followed by the time using the 24 hour clock.

1 = Sun, 2 = Mon,
3 = Tues, 4 = Wed,
5 = Thur, 6 = Fri, 7 = Sat.

For example:

1 1415 = Sunday 2.15pm.

Or

5 0915 = Thursday 9.15am.

You will then hear your setting confirmed.

Press the **SCREEN/MENU** button to return the handset to standby.

Note

If the day and time is entered incorrectly, the prompt will announce, "Incorrect, please set again". Enter the correct setting within 15 seconds otherwise the handset will return to standby mode. If the day and time is entered incorrectly three times the handset will return to standby.

Helpline

If you have any difficulties setting up your Freestyle 65 please call the Helpline on **08706 058 047**.

Please see the table below for your Freestyle 65 default settings.

Freestyle 65 Default Settings Table

Feature	Default Setting
Day/Time Stamp	Sunday 12:01 PM
Answer Delay	Your answering machine will answer after 6 rings
Audible Message Alert Tone	OFF
Outgoing Message	Answer and Record *"Hello your call cannot be taken at the moment so please leave your message after the tone."*
Answer Mode	ON
Base ringer level	High
Base loudspeaker volume	Level 5
PIN code	000
Dialling mode	Tone

If you wish to personalise your answering machine settings, for example record your own outgoing message etc, please see *"Setting up and personalising your answering machine"* beginning on page 17.

The Freestyle 65 answering machine will now be switched ON and set to its default settings so your Freestyle 65 is now ready for use.

Using your Freestyle 65

Making and receiving calls

To make an external call

Press the buttons in the order shown:

Lift the handset off the base unit.

Press the **TALK** button.

The IN USE light on the base unit begins to flash and the light on the handset comes on.

Listen for the dialling tone.

Dial the number you want.

To end a call

Press the **TALK** button.

Or

Replace the handset on the base unit.

To receive a call

When the phone rings:

If your handset is on the base unit, simply pick it up to answer the call.

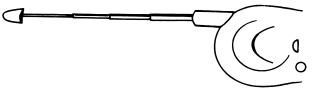
Or

If your handset is off the base unit then the handset light will flash, press the **TALK** button to answer the call.

Note

The handset range is up to 250 metres from the base unit in ideal conditions. If you start to go out of range while using the phone, you will hear warning beeps. Move closer to the base unit. If you do not move back into range your call may be disconnected. Your Freestyle 65 automatically scans the available radio channels and selects the one with the best quality reception.

Note



Your Freestyle 65 handset uses a compact aerial which should be pulled out when on a call to obtain the best signal and reception available.

Note

An Inductive Coupler has been built into the handset to improve sound quality for people using hearing aids. Switch your hearing aid to **T** *and adjust the position of the handset until you get the best reception.*

Last number redial

Your Freestyle 65 stores the last number called which enables quick and easy redialling. A redial number can be no longer than 32 digits.

To redial the last number called

Press the **TALK** button and wait for the dialling tone.

Press the **REDIAL** button. The number is dialled automatically.

Secrecy/Music on hold

When on a call you can talk to someone in the same room, without your caller hearing.

To switch Secrecy on and off

During a call press *and release* the **SCREEN/MENU** button.

Your caller will be put on hold and both you and the caller will hear music until the **SCREEN/MENU** button is pressed again.

The handset light will flash.

You can now talk to someone in the room without your caller hearing you.

Press *and release* the **SCREEN/MENU** button again to return to your caller.

Directory

You can store ten of your most frequently used telephone numbers in the directory. Please note that the numbers can be no longer than 20 digits long.

Note

You can mix manual and memory dialling as required, for example, you can dial the area code **020 8304** *from the directory and then complete the number manually.*

To store a number in the directory

Press the **DIRECTORY** button.

Enter the location number between **0** and **9**, under which you want to store the number.

Enter the telephone number you want to store.

Press the **DIRECTORY** button to confirm.

You will hear a confirmation tone.

To insert a pause in a directory number

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line.

If so, press the **REDIAL** button to insert a pause after entering the switchboard (PBX) access number and before entering the telephone number.

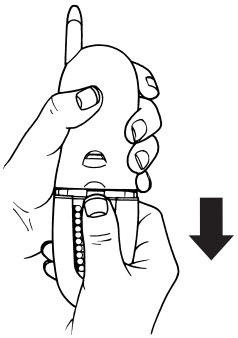
Note

Stored numbers can include switchboard and network services that use the ✱ *and* # *buttons as well as PAUSE and RECALL functions.*

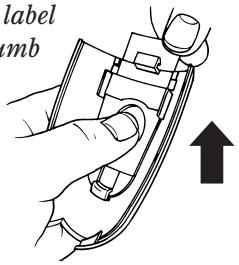
Note

There is a directory **label** *included on the reverse side of your handset. You can use this to keep a record of which location number you have used for each telephone number.*

Remove the battery cover by pressing down on top of the lid and slide the cover off.



To remove the directory label from ***inside*** *the battery cover lid, push up the directory label with your thumb as shown.*



To dial a number in the directory

Press the **TALK** button.

Press the **DIRECTORY** button.

Enter the location number between **0** and **9**, under which the number is stored.

The number is dialled automatically.

To delete stored numbers

Press the **DIRECTORY** button.

Enter the location number, from **0** to **9**, that you want to delete.

Press the **DIRECTORY** button.

The stored number has been deleted.

Alternatively:

Any existing number stored in the directory can be overwritten by entering a new number under the same location. Simply follow the steps under the storing numbers sections previously shown.

Base ringer volume

To adjust the base ringer volume

There are 3 levels to choose from, HIGH, LOW and OFF.

1 = HIGH; 2 = LOW and 3 = OFF. The default setting is HIGH.

Press the **DIRECTORY** button.

Press the **#** button.

1-2-3

Enter the setting you want, **1-3**.

Press the **DIRECTORY** button to confirm the setting.

You will hear a confirmation tone.

You will also hear a sample ring of the base ringer at levels 1 and 2.

Paging

You can page the handset from the base unit to alert a handset user that they are wanted or to locate a missing handset. However, paging calls cannot be answered by a handset.

To page the handset

Press the **PAGE** button on the base unit.

The handset will ring.

You can stop paging at any time by pressing the **PAGE** button on the base unit or any buttons on the handset.

Pressing the **TALK** button will not only stop the paging but also seize the line. Press the **TALK** button a second time to clear the line.

Paging will continue to ring for approximately one minute. If the paging is not answered after this time your handset will return to standby.

Note

You cannot page the handset while it is being used on a call. An incoming call will override a page call and the handset will ring as normal.

If additional handsets are registered to the Freestyle 65 base unit then all handsets will ring when paged.

Call Waiting

Note

To use Call Waiting you will need to subscribe to the Service from your network provider. A quarterly fee is payable.

If an incoming call arrives while you are already engaged on a telephone call, you will hear a soft beep every 5 seconds (this beep is not audible to the person you are speaking to).

Instead of the engaged tone, the second caller will hear an announcement to hold as you are aware that there is a second call.

To use Call Waiting

You can answer the second call, without disconnecting your first caller, by pressing the **R** button. The first caller will be put on hold.

When you have spoken to the second caller you can return to the first caller by pressing the **R** button again. You can switch back and forth between the 2 calls without disconnecting either if you wish.

If you wish to disconnect the first call, press the **TALK** button after speaking to the first caller.

The handset will then ring. Press the **TALK** button again and continue with the second caller.

The second caller will only be charged for their call from the moment you answer and not while they are waiting for your initial contact.

Setting up and personalising your answering machine

Your Freestyle 65 can digitally record up to 13 minutes of messages, with each message lasting a maximum of 3 minutes. As well as recording incoming messages, you can record memos for other users.

You can operate your Freestyle 65 *from:*

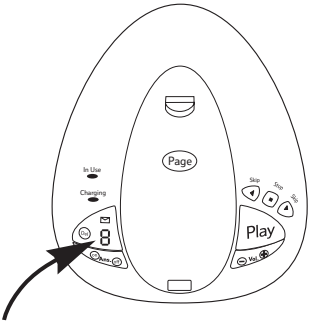
- The base unit.
- The handset.
- Remotely from any external *Touchtone*™ telephone.

Your Freestyle 65 comes with two pre-recorded outgoing messages, **Answer and Record** or **Answer Only**, but if you wish you can record your own.

You will need to set the day and time (if you have not already done so) so that you will know when each message was received, *see page 9*.

Message display on the base station

The table opposite provides an explanation of what is shown on the base station display.



DISPLAY	DEFINITION
(Blank)	Power off.
C-0 **(flashing)**	Day/Time needs to be set.
0-9	Answer-on mode, 0-9 messages.
9 **(flashing)**	10-59 messages. Indicating more than 9 messages stored.
— **Alternating with** 0-9	Power on, but answer off mode The display flashes between a dash and the number of messages saved in the memory.
A **(flashing)**	Handset menu and Remote access in progress.
E **(flashing)**	Error.
F **(flashing)**	Memory full.
P **(flashing)**	Message paused.
P-1:	When selecting or playing **Answer & Record** outgoing message.
P-2:	When selecting or playing **Answer Only** outgoing message.
r **(flashing)**	Message recording (memo, outgoing message or incoming message).
t or 2 to 9	Setting or reading answer delay.
8-0	Counting down.

To switch the answering machine ON/OFF

Press *and release* the **ANSWER ON/OFF** button to switch ON or OFF.

If you hear *"Answer on, your outgoing message is...."* the answering machine is switched on and is ready to answer incoming calls and record any messages, unless Answer Only is selected which is an advisory announcement only, so that the machine will not record an incoming message.

The display on the base unit shows the number of messages stored in the memory.

If you hear *"Answer off"* the answering machine is switched off.

The display on the base unit will flash between a dash and the number of messages saved in the memory.

To adjust the base unit loudspeaker volume

The loudspeaker volume ranges from 0-9 plus H, where 0 is Off and H is the maximum level. The default level is 5.

Press **VOL +** on the base to increase the volume.

Press **VOL -** on the base to decrease the volume.

If you adjust the volume when the answering machine is not being used, a beep sounds at each press. When the volume reaches its highest or lowest levels two beeps will sound.

Answer delay

Answer delay sets the number of times your Freestyle 65 will ring before the answer machine picks up your call and starts playing the outgoing message. The default setting is for the answering machine to answer after 6 rings. You can change this setting to between 2-9 rings.

To change the answer delay setting

Press *and hold* the **SKIP►** button on the base unit until the current setting is announced, then *release*.

Press and *release* the **SKIP►** button to move through the settings, with each press the options will be announced and will also be shown on the base unit display, i.e 8, 9, Time Saver, 2, 3, 4, 5, 6, 7.

When you hear the setting you want, do not press the **SKIP►** button again. After a short delay your chosen setting will be announced.

To check the answer delay setting

Press and *release* the **SKIP►** button on the base unit.

The current setting will be announced and also shown on the base unit display.

Audible Message alert

When new messages have been received, your Freestyle 65 will beep every 10 seconds (when audible message is switched ON). The volume of the beep is at the volume you have set for the loudspeaker. The default setting is OFF.

To switch audible message alert ON or OFF

When the answering machine is in the idle mode:

Press *and hold* the **◄SKIP** button on the base unit to change the setting.

The prompt will announce *"Message alert on/off"* as appropriate.

Outgoing messages

The outgoing message is the message a caller first hears when the answering machine picks up their call. Your Freestyle 65 comes with 2 pre-recorded outgoing messages to choose from as follows:

Answer and Record

Your Freestyle 65 has a pre-set Answer and Record outgoing message that allows your caller to leave a message.

"Hello, your call cannot be taken at the moment, so please leave your message after the tone".

However, you can record your own Answer and Record outgoing message if you wish, *see 'To record your own Answer and Record outgoing message', opposite.*

Answer Only

Your Freestyle 65 will play a pre-recorded Answer Only outgoing message but will **not allow your caller to leave a message**.

"Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".

However, you can record your own Answer Only outgoing message if you wish, see *'To record your own Answer Only outgoing message', page 21.*

Note

You can only record your own outgoing messages via the handset.

To record your own Answer and Record outgoing message

You can record your own **Answer and Record** outgoing message to use instead of the pre-recorded message already available. Your outgoing message can be up to 3 minutes long. Your own outgoing message will replace the Answer and Record pre-recorded outgoing message, but it is possible to reinstate it later if you wish *(see page 24)*.

Pick up the handset.

Press the **SCREEN/MENU** button. You will hear the main menu announcement from the handset earpiece.

Press the **8** button for the outgoing message menu.

To record your own **Answer and Record** outgoing message, press the **3** button. The prompt will announce, *"Please speak after the tone. To end recording, press #".*

After the tone, speak your outgoing message into the handset. Press **#** when you have finished. You will hear a long beep, (throughout recording r will flash on the base unit display).

The prompt will announce, *"Your outgoing message is"* and then play your message. The display will flash F and after playing your message you will hear the menu once more.

Press the **SCREEN/MENU** button to return the handset to standby.

Note

*When recording your own **Answer Only** outgoing message, please remember not to invite your caller to leave a message as the **Answer Only** mode will not record incoming messages.*

To record your own Answer Only outgoing message

You can record your own **Answer Only** outgoing message to use instead of the pre-recorded message already available. Your outgoing message can be up to the maximum recording capacity (13 minutes), but you should try to keep it short to allow time for recording memos, or incoming messages when using the alternative Answer and Record outgoing message. Your own outgoing message will replace the Answer Only pre-recorded outgoing message, but it is possible to reinstate it later if you wish *(see page 24)*.

Pick up the handset.

Press the **SCREEN/MENU** button. You will hear the main menu announcement from the handset earpiece.

Press the **8** button for the outgoing message menu.

To record your own **Answer Only** message, press the **4** button. The prompt will announce, *"Please speak after the tone. To end recording, press* **#**".

After the tone, speak your outgoing message into the handset. Press **#** when you have finished. You will hear a long beep, (throughout recording r will flash on the base unit display).

The prompt will announce, *"Your outgoing message is"* and then play your message. The display will flash F and after playing your message you will hear the menu once more.

Press the **SCREEN/MENU** button to return the handset to standby.

To check or play your outgoing message via the base unit

You can check and play back your current outgoing message at any time via your Freestyle 65 base unit.

Press the **ANSWER ON/OFF** button.

The prompt will announce either:

- *"Answer on, your outgoing message is..."* and play your currently selected outgoing message.

Or

- *"Answer off"*. If prompt is "Answer off", press the **ANSWER ON/OFF** button again and the prompt will announce the current outgoing message.

To check or play your outgoing message via the handset

Pick up the handset.

Press the **SCREEN/MENU** button.

Press the **8** button.
The prompt will announce, *"To play outgoing message, press 2"*.

Press the **2** button. Your currently selected outgoing message will be played.

Press the **SCREEN/MENU** button to return the handset to standby.

To select your outgoing messages via the base unit

Press *and hold* the **ANSWER ON/OFF** button until you hear, *"Please select outgoing message"*, then release the button.

Either

To set **Answer and Record**, press *and release* the **◄SKIP** button.

Or

To set **Answer Only**, press *and release* the **SKIP►** button.

Your chosen setting will be announced over the base speaker.

To select your Answer and Record outgoing message via the handset

Press the **SCREEN/MENU** button.

Press the **8** button.

To select **Answer and Record** outgoing message, press the **5** button.

The prompt will announce, *"Your outgoing message is ……."*

– To hear main menu, press **1**.

– To hear the outgoing message menu, press **8**.

Press the **SCREEN/MENU** button to return the handset to standby.

To select your Answer Only outgoing message via the handset

Press the **SCREEN/MENU** button.

Press the **8** button.

To select **Answer Only** outgoing message, press the **6** button.

The prompt will announce, *"Your outgoing message is ……."*

– To hear main menu, press **1**.

– To hear the outgoing message menu, press **8**.

Press the **SCREEN/MENU** button to return the handset to standby.

To delete your own outgoing message and re-instate the pre-recorded outgoing message via the base unit

You can delete your personalised outgoing message and return to your Freestyle 65's pre-recorded outgoing message.

First select the outgoing message you want to delete, *see page 22*.

Whilst your selected outgoing message is playing press the **DELETE** button on the base unit.

The message will stop playing and you will hear a short beep, then the default pre-recorded outgoing message.

To delete your own outgoing message and re-instate the pre-recorded outgoing message via the handset

Pick up the handset.

Press the **SCREEN/MENU** button.

Press the **8** button.

The prompt will announce, *"To play outgoing message, press 2"*.

Press the **2** button.

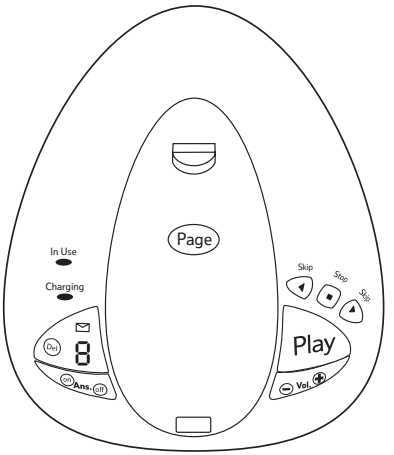
To play the currently selected outgoing message that you wish to replace.

Press the **5** button.

Whilst your outgoing message is being played you will hear a confirmation beep, followed by the voice prompt announcing the default pre-recorded outgoing message.

Press the **SCREEN/MENU** button to return the handset to standby.

Using the Freestyle 65 answering machine via the base unit



To playback messages

Play

Press the **PLAY** button.

The prompt will announce, "You have (n) messages".

Your message(s) will be played back, starting with the first message received.

At the start of each message, the number of the message is announced. The message number will also be shown on the base unit display.

Note

Press the **STOP** *button at any time during playback to stop messages playing.*

To pause a message during playback

Play

While listening to the message, press the **PLAY** button.

The message will be paused. You will hear a beep every 10 seconds and the message display will show P flashing.

Play

Press the **PLAY** button again to resume playback.

To skip forward and backward through messages (including fast forward playback)

During playback:

Press the **SKIP►** button to skip forwards to the next message.

If you press and *hold* the **SKIP►** button the current message will be played at 1½ times the speed (fast forward playback).

Press the **◄SKIP** button to return to the start of the current message. Press again to return to the start of the previous message.

To delete an individual message

Press the red **DELETE** button on the base unit during message playback.

The prompt will announce, *"Message deleted"*.

The message is not deleted yet, but at the end of playback when there is an 8 second countdown followed by a confirmation tone. Let the countdown reach 0 and all the selected messages are deleted and the remaining messages are saved.

To delete all messages

When all messages have been played the prompt will announce, *"End of messages. To delete all messages, press delete"*. The display counts down from 8-0.

During the countdown press the red **DELETE** button and the prompt will announce, *"All messages deleted"*. At the end of the countdown there will be a confirmation tone.

To cancel deletion

Press the **STOP** button during the 8-0 countdown. All messages will be saved including any marked for deletion.

Call screening

You can let your answering machine pick up a call, even if you are in. This allows you to identify the caller and decide whether to take the call.

Make sure the volume on the base unit is set to an audible level, *see page 18*. Allow the incoming call to be answered by your Freestyle 65 answering machine as normal. You will hear the caller begin to leave a message.

To screen a call from the base unit

While listening to your caller leaving a message, via the base unit loudspeaker, you can decide to take the call by pressing the **TALK** button on the handset.

Or

If the handset is resting on the base unit and you decide to take the call, lift the handset and speak to the caller.

Recording will stop automatically.

Using the Freestyle 65 answering machine via the handset

You can use your Freestyle 65 for a variety of functions: to listen to your messages; delete, skip forward or backward; record a memo or new outgoing message, and to screen incoming calls.

Accessing your messages from the handset

Use the table opposite for instructions on which buttons to press to access the answering machine from the handset.

Press the **SCREEN/MENU** button and the handset will beep and announce the main menu options.

2	To play **all** messages
3	To play **new** messages
4	To skip back during messages
5	To delete during messages
6	To skip forward during messages
7	To record a new memo
8	To hear outgoing message menu
2	To play Outgoing Message, Press 2
3	To record **Answer and Record** Outgoing Message, Press 3
4	To record **Answer Only** Outgoing Message, Press 4
5	To select **Answer and Record** Outgoing Message, Press 5
6	To select **Answer Only** Outgoing Message, Press 6
8	To hear the Outgoing Message Menu again, Press 8
1	To hear Main Menu again, Press 1
9	To set a new security code (Please see Remote access, page 32)
0	To set day and time
1	To hear main menu again.

To playback messages

Pick up the handset.

Press the **SCREEN/MENU** button. You will hear the main menu announcement from the handset earpiece.

Press the **2** button to play all messages.

The prompt will announce, "You have (n) messages".

Your message(s) will be played back, starting with the first message received.

At the start of each message, the number of the message is announced. The message number will also be shown on the base unit display.

Press the **SCREEN/MENU** button to return the handset to standby.

To play new messages

Pick up the handset.

Press the **SCREEN/MENU** button. You will hear the main menu announcement from the handset earpiece.

Press the **3** button to play all new messages.

The prompt will announce, "You have (n) new messages".

Your new message(s) will be played back, starting with the first message received.

Press the **SCREEN/MENU** button to return the handset to standby.

To skip back during message playback

Press the **4** button during message playback to skip back to the start of the current message. Press again to return to the start of the previous message.

To skip forward during message playback

Press the **6** button during message playback to skip forward to the next message.

To delete individual messages during playback

Press the **5** button during message playback to delete an individual message.

The prompt will announce, *"Message deleted"*.

To delete all messages

When all messages have been played the prompt will announce, *"End of messages. To delete all messages, press 5"*.

The prompt will announce, *"All messages deleted"*.

This is a useful timesaving feature to delete all messages, once you have listened to them, and avoids having to delete each one individually during playback.

Memos

A personal memo can be recorded on your Freestyle 65 and left as a message for another user. Memos can be of any length, up to the maximum recording capacity (13 minutes), but you should try to keep them short to allow time for recording incoming messages.

Note

You cannot record a memo using the base unit.

To record a new memo

Press the **SCREEN/MENU** button on the handset.

Press the **7** button. The prompt will announce, *"Please speak after the tone. To end recording press square"*.

Speak your memo into the handset.

The display will show r flashing.

Press the **#** button to end recording.

Your memo is now stored and can be played back later. Memos are stored in the same way as incoming messages, and the message counter on the base unit will increase by 1.

Press the **SCREEN/MENU** button to return the handset to standby.

Call screening/Call intercept

You can let your answering machine pick up a call, even if you are in. This allows you to identify the caller and decide whether to take the call.

Make sure the volume is set to an audible level, *see page 18*. Allow the incoming call to be answered by your Freestyle 65 answering machine as normal. You will hear the caller begin to leave a message.

To screen a call via the handset (when the handset is off the base unit)

When your Freestyle 65 starts to record an incoming message, the IN USE light will flash.

Press the **SCREEN/MENU** button.

You can hear the caller on the handset.

Or

To interrupt recording and talk to your caller, press the **TALK** button.

Recording is stopped.

Remote access

You can turn your Freestyle 65 answering machine on and off and listen to your messages from any *Touchtone*™ telephone. To protect your privacy, messages can only be accessed by entering a 3-digit security code.

The pre-set code is 000 and can be changed. If you change the code it is advisable that you make a note of it somewhere safe.

To change your security PIN code

Press the **SCREEN/MENU** button.

Press the **9** button.

To set a new security PIN code press ✱.

You will hear a beep, followed by, *"Please enter new security code after the tone"*.

Enter a 3-digit code of your choice.

The prompt will announce the new security PIN code.

To confirm your security code press Press **#**.

Press the **SCREEN/MENU** button to return to standby.

Note

After 15 seconds the handset will automatically return to standby.

To switch your answering machine on remotely

If you go out and forget to turn your answering machine on you can switch it on remotely.

Dial your telephone number.

Let the phone ring for 20 rings until you hear your outgoing message.

Press the ✱ button.

Enter your security code.

Press the **7** button within 8 seconds. You will hear *"Answer On"* and your answering machine will now be switched on to answer incoming calls.

Note

If you have new messages they will be played after you have entered your security code.

To check for messages

Dial your phone number and wait.

When you hear your outgoing message, press the ✱ button on your phone. You will hear, *"Please enter your security code"*.

Enter your security code.

If you have new messages, you will hear, *"You have 'n' new messages"*.

Your messages will be played.

If you have no new messages, you will hear, *"You have no new messages, to hear main menu press 1"*.

You have 15 seconds to enter any other instructions before your Freestyle 65 hangs up.

Note

If you enter your security PIN code incorrectly, after the second attempt, your Freestyle 65 will announce: "Thank you for calling" and will then hang up.

Time saver

The Time saver feature is useful if you are out and want to ring in and check if you have received any new messages.

If your answering machine is set to time saver you can check whether you have new messages or not before your answering machine actually answers your call. If you have new messages your answering machine will answer after 2 rings, if you do not have any new messages, it will not answer until 6 rings. This enables you to hang up before you are connected, saving you time and the cost of a call.

Operating the answering machine

When you have accessed your answering machine, you can operate it using the keypad numbers on the phone you are using.

The Remote access main menu

The main menu lets you operate a range of answering machine functions. Simply follow the instructions as announced:

"To play all messages, press 2".

"To play new messages, press 3".

"To skip back during messages, press 4".

"To delete during messages, press 5".

"To skip forward during messages, press 6".

"To set answer on or off press 7".

"To hear the outgoing message menu, press 8".

"To set a new security code press 9".

"To set day and time press 0".

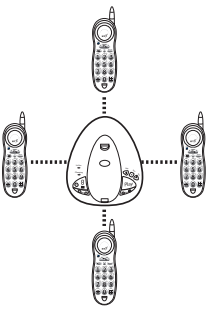
"To hear main menu again, press 1".

Using Freestyle 6 Additional Handsets

You can buy and use up to three Freestyle 6 additional handsets (or Quartet 1000 additional handsets) with your Freestyle 65 to extend your phone system, without needing to install extension sockets for each new phone.

Please note that Freestyle 6 handsets cannot access the Freestyle 65 answering machine features.

Please note that Quartet 1000 handsets are compatible with your Freestyle 65 but the Quartet 1000 has more advanced features. For more information on Quartet 1000 additional handsets please refer to the Quartet 1000 user guide.



Each additional handset is supplied with its own charger and user instructions, but the following information will tell you how to register and use an additional handset with your Freestyle 65.

Note

You must charge your additional handset for 24 hours before registering it.

Registering your handset

You must register your Freestyle 6 additional handset before it can be used with your Freestyle 65 base unit.

Note

Once your Freestyle 6 handset has been registered to your base unit it cannot be re-registered to another base unit.

To register an additional handset

Please ensure you have only the handset you wish to register ready when following the instructions below.

Please remove the handset from the base unit to access the **PAGE** button, which is situated underneath the handset.

Press **and hold** the base unit **PAGE** button for approximately 5 seconds until you hear a double confirmation beep and then **release** the **PAGE** button. Both the IN USE light on the base unit and the light on the unregistered handset begin to flash.

Immediately, press the **TALK** button on the additional handset that you wish to register.

If successful you will hear a long confirmation beep and your additional handset will be registered.

To check that your additional handset is registered correctly, press the **TALK** button on the handset. The TALK light should remain constantly lit and you will hear a dial tone.

Note

If the additional handset is not registered and there is no dial tone, please try repeating the steps again. Please ensure that you are registering the correct handset and that the telephone line cord is plugged in.

To set the handset number

Each additional handset must be assigned an identity number (2, 3 or 4) to be used when transferring calls. Your Freestyle 65 handset is already registered as HANDSET 1. A Freestyle 6 additional handset is pre-set as HANDSET 2. However, further additional handsets can be numbered as they are added.

Press the **DIRECTORY** button.

Press the **SCREEN/MENU** button.

2-4

Enter the handset number between **(2** and **4)**.

Press the **DIRECTORY** button. You will hear a beep confirming that the new number has been stored.

Note

Make a note of the handset number by writing it on the directory label on the back of the additional handset.

Transferring calls

You can transfer calls between handsets that are registered to the base unit.

To transfer a call

During your call press the **SCREEN/MENU** button and then the handset number that you want to transfer the call to.

The called handset will ring.

Press the **TALK** button on the ringing handset to speak to the caller.

If the call is not answered within 30 seconds the original calling handset will ring.

If after a further 30 seconds the call is not taken the caller will be disconnected.

General information

Guarantee

Your Freestyle 65 is guaranteed for a period of 12 months from the date of purchase. Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Freestyle 65 or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

Prior to returning your product, please read the Help section beginning on page 42 or contact the Helpline on **08706 058 047** for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent TecLogic on **01672 564444** or a local qualified repairer.

If you have to return your product

Prior to returning your product, please read the Help section on page 42, or contact the Helpline on **08706 058 047** for assistance. If you still feel you have to return your product, pack the base station and handset securely, preferably in the original packaging. All parts must be returned, including line cords, power supplies and original batteries. (Please note that we can not take responsibility for goods damaged in transit).

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Freestyle 65 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Only use approved power supply, item code: 872264.

Only use approved batteries, item code 872276.

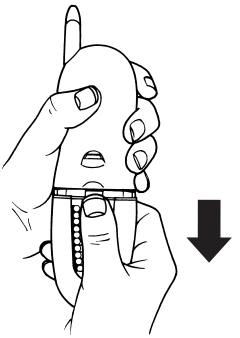
These products are available from the Freestyle 65 Helpline **08706 058 047**.

Batteries

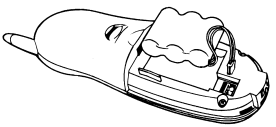
Although the battery pack is rechargeable it will eventually need to be replaced, see below for details on how to replace the battery pack.

To replace the battery pack

Remove the battery cover by pressing down on top of the lid and slide the cover off.



Unplug the connector and remove the old battery pack.



Plug the new battery pack connector in and lower the battery pack into recess then replace lid.

Note

When fully charged and in good condition, the handset will provide up to 7 hours talktime or 72 hours standby.

If the handset battery is running low, the light on the handset will flash every 10-15 seconds.

If you are making a call and the handset battery is running low you will hear a warning tone every 10-15 seconds.

Place the handset on the base unit to recharge.

However, the charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from the Helpline.

To get the longest possible life from your battery, leave the handset off the base unit for a few hours each day.

Call security

Your Freestyle 65 has its own digital security code that prevents other cordless phone owners from using your phone line. This ensures that you are charged only for calls using your phone. However, all approved cordless phones use radio signals to communicate between the base unit and cordless handset units. It is therefore possible that your conversations could be overheard by other people, on their cordless phones, or on ordinary radios that use the same radio frequencies.

As this problem applies equally to all similar cordless phones currently available in the UK, call privacy cannot be guaranteed. However, the security coding prevents unauthorised use of your line.

Switchboard compatibility

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone and pulse dialling and timed break recall. If in doubt please consult your service provider.

Switchboard access codes

To set the dialling mode

Press the **DIRECTORY** button.

Press the ✱ button. You will hear a tone.

Press **1** for Tone dialling.

Or

Press **2** for Pulse dialling.

Press the **DIRECTORY** button.

You will hear a confirmation tone.

To use the recall facility

You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Select Services.

Help and advice

If you have any problems using your Freestyle 65, this section will give you the most common, easy to follow solutions.

Telephone problems	*Possible cause*	*Solution*
• **Buzzing/poor reception.**	Handset aerial not extended.	Extend the handset aerial.
• **Answering machine not recording incoming messages.**	Answering machine set to Answer Only outgoing message.	Check your outgoing message, *see page 22* and ensure the answering machine is set to Answer and Record, *see page 22-23*. Make sure you have not invited your caller to leave a message in your own recorded Answer Only outgoing message.
• **Handset emits 3 beeps and switches off.**	Registration problem or interference.	Call the BT Helpline on **08706 058 047** for assistance.
• **Unable to access the answering machine menu.**	You may be using a Freestyle 6 additional handset.	Make sure you are using the Freestyle 65 handset (Handset 1) as only the main Freestyle 65 handset can access this facility.
• **No dialling tone.**	Telephone not connected to telephone line.	Plug the telephone into the telephone line.
• **Telephone will not dial out or cannot receive calls.**	Mains disconnected.	Ensure the power supply is correctly connected and switched on.
	Power cut.	Wait until the power is restored. Replace handset on base unit for 10 seconds and try again. If this does not work, disconnect the handset battery from the handset for 10 minutes. Also disconnect the mains power. Then reconnect the base unit to the mains, then replace the handset on the base unit for 10 seconds and try again.
	Handset battery pack is discharged.	Place the handset on the base unit and recharge it for 24 hours ensuring the **CHARGING** light is on.
• **Additional handset does not ring and no light on handset.**	Handset not registered.	Register the handset, see page 35.

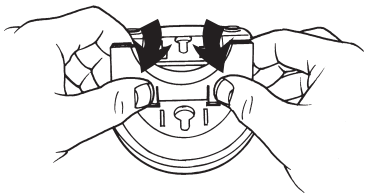
Telephone problems	*Possible cause*	*Solution*
• **Additional handset does not ring and no light on handset.**	Handset not registered.	Register the handset, see page 35.
• **Additional handset does not ring when transferring a call.**	Handset has not been assigned an identity number.	Please see page 36 to assign a handset number.
• **You have dialling tone but the telephone will not dial out.**	You may be trying to use tone dialling on a pulse dialling exchange.	See page 40 to change to pulse dialling.
	You are connected to a PBX and are not dialling the access code.	Use the PBX access code. See page 40 for more information on switchboard use.
• **Base unit does not ring but lights show on base unit.**	Telephone is not connected to the telephone line.	Plug the telephone into the telephone socket.
	The base ringer is set to off.	Set the base ringer setting to a higher volume, see page 15.
	Line fault or faulty socket.	Try the telephone on another socket or another line. If the telephone works, contact BT on 151, or your telephone network operator for repairs to the line or socket.
• **Callers are faint.** • **Interference.** • **Buzzing.**	You are moving out of range.	Move closer to the base unit.
• **Tinniness.**	The base unit or the handset are too close to electrical equipment or metal obstructions.	Relocate the base unit or move around with the handset until reception improves.
• **No Directory number stored.**	You may have pressed the **TALK** button first before storing the number.	Don't press the **TALK** button when storing numbers, see page 13.
• **Call appears to have been cut off after pressing the SCREEN/MENU button.**	You may have pressed a number key on the handset after pressing the **SCREEN/MENU** button. The current handset will try to transfer the call to another handset.	Wait 30 seconds; the call will return to the current handset. Or press the **TALK** button and the call will return immediately.
• **Light on the handset is flashing.**	The handset needs recharging or there is an incoming call.	Replace the handset on the base unit, ensuring that the base unit is plugged in and that the **CHARGING** light is on.
• **No CHARGING light on the base unit.**	Dirty contacts on base unit or handset.	Clean the contacts with a dry cloth. Heavy soiling can be removed with a pencil eraser.

If you are still experiencing difficulties please call the Helpline on **08706 058 047**.

Wall mounting

Your Freestyle 65 can be wall-mounted by removing the desk bracket.

To remove, just squeeze the bracket in with thumbs and lift off as shown.



Please refer to page 48, wall-mounting template.

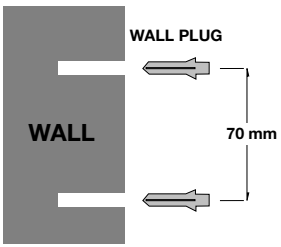
Note

Before you wall-mount your Freestyle 65, check that:

- *the wall can support the weight of the base unit and handset;*
- *you are not drilling into any hidden wiring or pipework;*
- *the power supply cable will reach from the mains power socket to your wall mounting position;*
- *the position you choose leaves enough space so that the base unit is clear of any obstruction on the wall, such as a shelf or cupboard. Room should be left so that the handset can be placed on charge without touching any obstructions.*

For the best operating conditions, try to place the base unit away from large metal objects and other electrical appliances.

❶ Drill 2 holes for the screws and insert the wall-plugs provided (if required).



❷ Drive the screws into the wall, leaving about 4mm free on which to mount the bracket and base unit.

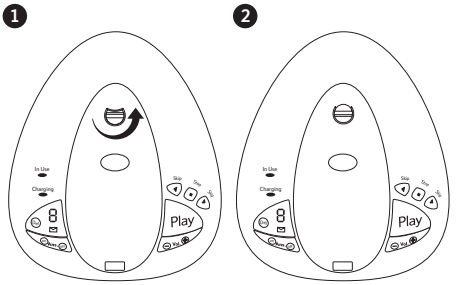
❸ Make sure that the power supply and the telephone cables are connected to the base unit, then fit the cables into the channels on the bottom of the base unit.

❹ Attach the base unit by hooking it over the screws protruding from the wall.

Handset hook

Keeps the handset in place when the Freestyle 65 is wall mounted.

Revolve the handset catch on the top of the base unit.



The handset will now be able to rest on the hook when wall-mounted.

Ensure the handset is firmly attached to the base unit.

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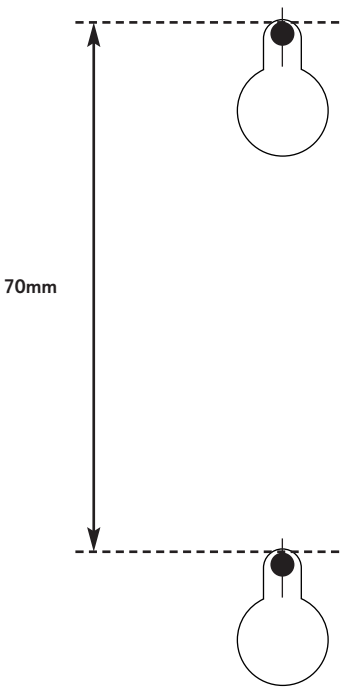

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

Declaration of Conformance

Hereby, Suncorp Technologies, declares that this Freestyle 65 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the Freestyle 65 is published on the website http://www.suncorptech.com/bt

Offices worldwide

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